

T-01051B-10-0194
T-02811B-10-0194
T-04190A-10-0194
T-20443A-10-0194
T-03555A-10-0194
T-03902A-10-0194

ORIGINAL



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QWEST AND CENTURYLINK

FCC ARMIS Service Quality Reports for 2009

(All Qwest operations as ILEC, most CenturyLink operations in U.S.)

LOCAL SERVICES

	Qwest	CenturyLink
Average Installation Intervals in Days		
Business Lines	0.0	1.6
All Lines	0.2	1.6
Percent of Local Installation Commitments not Met		
Business Lines	0.25 %	3.46 %
All Lines	0.65 %	4.87 %
Out of Service Repair Intervals in Hours		
Business Lines	17.7	19.0
All Lines	15.6	16.7
Repeat Out of Service Trouble Reports as a Percentage of Initial Out of Service Trouble Reports		
Business Lines	18.2 %	18.2 %
All Lines	16.9 %	16.2 %
State Complaints per 1,000,000 Lines		
Business Lines	90	10
All Lines	26	3
Total Trouble Reports per Month per 100 Lines		
Business Lines	0.98	1.65
All Lines	0.50	0.67

SPECIAL ACCESS SERVICES

	Qwest	CenturyLink
Average Installation Intervals in Days	4.6	10.6
Out of Service Repair Intervals in Hours	2.9	3.8
Percentage of Special Access Commitments not Met	2.0 %	9.1 %
Total Trouble Reports per Circuit	0.41	2.08

Arizona Corporation Commission

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SEP 29 2010

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